

Answerphone Services, Inc.  
FRN 0003-3997-06  
Form 499 ID 818800  
CPNI Certification

## STATEMENT

Answerphone Services, Inc [ Carrier] has established operating procedures that ensure compliance with the Federal Communications Commission [Commission] regulations regarding the protection of customer proprietary network information.

Carrier has implemented a system whereby the status of a customer's CPNI approval can be determined prior to the use of CPNI

Carrier continually educates and trains its employees regarding the appropriate use of CPNI. Carrier has established disciplinary procedures should an employee violate the CPNI procedures established by Carrier.

Carrier maintains record of its and its affiliates sales and marketing campaigns that use its customers CPNI. Carrier also maintains a record of any and all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI.

The records includes a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as part of the campaign.

Carrier has established a supervisory review process regarding compliance with CPNI rules with respect to outbound marketing situations and maintains records of Carrier compliance for a minimum period of one year. Specifically, Carrier's sales personnel obtain supervisory approval of any proposed outbound marketing request for customer approval regarding CPNI, and a process ensures that opt out elections are recorded and followed.

Carrier took the following actions against data brokers in 2007 and to the present, including proceedings instituted or petitions filed by Carrier at a state commission, in the court system, or at the Commission. NONE

The following is information Carrier has with respect to the processes pretexters are using to access CPNI, and [if any] what steps Carrier is taking to protect CPNI: Carrier has determined that NO pretexter has attempted to access CPNI on Carrier's system.

The following is a summary of all customer complaints received in 2007 and to the present regarding the unauthorized release of CPNI: NONE

Category of complaint:

- 0 Number of instances of improper access by employees
- 0 Number of instances of improper disclosure to individuals not authorized to receive the information.
- 0 Number of instances of improper access to online information by individuals not authorized to view the information.
- 0 Number of other instances of improper access or disclosure

Description of instances of improper access or disclosure: NONE